

Sharing the Journey

Family Assistance
Foundation

"Working Together is the Answer...Compassion Consciousness is the Goal."

VOLUME 19 ISSUE 1

The Official Newsletter of the Family Assistance Foundation

Winter 2019

Aviem & the Family Assistance Education & Research Foundation's **2019 Americas Member-Partner Meeting Workshop and Training**

April 4-5, 2019 | Burbank, CA



Colin Braudrick
Family Survivor
Route 91 Harvest Festival
Las Vegas | October 1, 2017



Angel Santiago, Jr.
Primary Survivor
Pulse Nightclub Shooting
Orlando, FL | June 12, 2016



Jeff Xavier
Primary Survivor
Pulse Nightclub Shooting
Orlando, FL | June 12, 2016

Survivors and responders of the two deadliest attacks by a single gunman in US history will share their stories at the 2019 Americas Member-Partner Meeting Workshop and Training. On April 4, speakers will make presentations, and on April 5, foundation leadership will conduct hands-on training with special focus on key points for establishing a Friends and Relatives Reception Center and a Family Assistance Center.

Survivors of the Pulse Nightclub shooting, June 12, 2016, include Angel Santiago, Jr. and Jeff Xavier. Family survivor, Colin Braudrick will present his story involving his son and daughter who survived the shooting at the Route 91 Harvest Festival in Las Vegas, NV, October 1, 2017. Additional speakers for the Las Vegas shooting are being confirmed.

Pulse Nightclub Shooting Speakers

Friends **Angel Santiago** and **Jeff Xavier** were enjoying the evening and about to leave the club when they heard a popping sound that at first, they thought was part of the music. Quickly realizing that the sounds were gunshots, both men sought refuge in the men's room. Within a short time the men found themselves in the handicapped stall along with thirteen others, seeking safety. Much to their shock, the gunman came into

the men's room and began shooting into all of the stalls, including the one they were hiding in. After shooting into the stalls in the Ladies Room, the shooter returned and fired additional shots into the stall where Angel and Jeff were hanging on to life.

Angel was shot in the knee and ankle and Jeff was shot four times. One shot destroyed his collar bone, and others hit his leg and arm. Angel crawled out to get help after an hour, but Jeff was forced to remain in the stall for over three hours, fighting to remain alive, despite the extensive amount of blood he was losing. Their stories of survival are captivating and truly amazing.

Both men are determined to create healthy productive lives in the aftermath of the enormous tragedy they survived. They have much to share about what helped them at the time and what continues to inspire them today.

Route 91 Harvest Festival, Las Vegas Shooting Speaker Colin Braudrick, Manager, Global Workplace Security for The Walt Disney Company, joined Disney after a 20-year career with law enforcement. Colin has seen his share of trauma and made more than one death notification. Like most parents, he never expected to be on the family side of notification about a mass shooting.

Colin knew that his twenty-four-year-old son, Michael, and his twenty-three-year-old daughter, Annyssia, were attending the Route 91 Harvest Festival concert in Las Vegas, Nevada, but he had no idea there had been a shooting until a friend of his son's called to tell him. In that one life-changing phone call, Colin learned that his son was shot and his daughter Annyssia had escaped without physical injury.

Jumping into their car, Colin and his wife headed for Las Vegas, NV. Leaving their home in Stevenson Ranch, CA in a rush, after they arrived, they realized they had forgotten to pack a suitcase. Fortunately, there was plenty of help on the scene to assist Colin and his family with obtaining these items and myriad of needs that arose in the days following the shooting.

Today, Colin is happy to report that Michael, who had just graduated from college as a nurse, was able to begin his career after recovering from his injuries. Colin's daughter, Annyssia, is also adjusting to the traumatic experience and was able to resume her career following the shooting. Colin will join us at the April 4-5 meeting in Burbank and share his story on what helped him and his family during the entire experience, as well as offer suggestions for future responses.

Executing your corporate response plan in the midst of a mass casualty event like the shootings in Las Vegas, NV, the Pulse Nightclub, and Fort Lauderdale/Hollywood International Airport poses a major challenge, regardless of how much we practice.

Join us as we learn together from the true experts...the survivors.

GUEST SPEAKERS



Tara S. Hughes, LCSW-R
Directed Family Assistance
Center for American Red
Cross

Tara S Hughes, LCSW-R, directed the family assistance center for both the Pulse Nightclub and Las Vegas shooting events. Tara will share lessons learned in both tragedies and help provide a picture of the challenges of working with multiple agencies and other complications that accompany violent events of this nature.

Tara is the President and Principal Consultant for Invicta Crisis Solutions, a nationwide consulting group that works with communities, organizations, and universities to ensure strategic readiness, organized response and resilient recovery for families and victims directly impacted by mass casualty incidents. Tara's complete bio and details about her professional accomplishments appear on the Foundation website under the link about the April meeting.

John Steinbeck, Deputy Fire Chief/Emergency Manager, Clark County, Las Vegas, NV, Chief Recovery Officer presided over the October 1, 2017 shooting



Craig Borkon
Assistant Director
of Orlando Venues
Pulse Nightclub Shooting

where 58 people were killed and 851 injured—over 400 by gunfire and hundreds more from the ensuing panic.

John will share about how the initial response phase of the tragic event transitioned to the recovery phase after the first week. John remains the recovery officer over the program dedicated to assisting survivors for a three-year period following the date of the crisis.

Craig Borkon is the Assistant Director of Orlando Venues, the City of Orlando department that owns and operates the Amway Center and Camping World Stadium. Craig responded to the Pulse Nightclub shooting and was assigned to assist the leadership team for the Las Vegas shooting response. Craig teamed up with Tara and others, adding valuable skills to the already experienced leadership group. Craig will discuss facts pertinent to both tragedies and share lessons learned about both responses. Craig's bio appears on the Foundation's website link for the meeting.



Katie McCoy, MEP
Senior Emergency Manager
DFW International Airport
Emergency Management



David Young
Senior Emergency Manager
DFW International Airport
Emergency Management

Dallas/Fort Worth International Airport Emergency Management Team to Present Helpful Tool for Registering Survivors/Families and Friends

Leaders of the Dallas/Ft. Worth International Airport Emergency Management team will present highlights of their community-wide crisis support plan and demonstrate tools for registering survivors in the various centers.

Katie McCoy, MEP, Senior Emergency Manager, is the lead for the airport's Drill and Exercise Program and led the development of DFW Airport's HAVEN Program, a comprehensive humanitarian support program for on-airport disasters. Katie will describe their program including their very robust training which includes all airport employees. Katie's bio can be found on the Foundation link for the meeting.

David Young, Senior Emergency Manager provides the technical expertise for supporting the DFW Airport's HAVEN program and robust humanitarian support efforts. David will demonstrate the iPad application he developed for registering survivors in the Friends and Relative Reception and Family Assistance Centers. Katie and Dave's complete bios and list of professional accomplishments can be found on the Foundation link for the meeting.

DAY TWO: WORKSHOP AND TRAINING

Day two of the meeting will feature training and practice of key components involved in setting up a Friends and Relatives Reception Center and a Family Assistance Center. Foundation Co-Founder and Aviem International CEO, **Jeff Morgan** will present on the difference between the two Centers and details about key components for both.

Guest speaker, **Tara Hughes**, a recognized American Red Cross leader with extensive experience in recent

mass traumatic events will educate attendees on the key roles that the American Red Cross plays in both centers. Drawing on the experience of Jeff and Tara and other Foundation leaders, small group exercises will allow participants to practice specific parts of a simulated response.

During the exercise DFW management team will demonstrate their method for registering survivors and families.

UPCOMING EVENTS

Caribbean Member-Partner Meeting

Fall 2019, TBD
Jamaica

Atlanta Annual Team Training Care (Face-to-Face) and FSR (Telephones)

September 25-26, 2019

QPR Gatekeeper and Train-the-Trainer
September 27, 2019

Watch our website and upcoming newsletters where QPR Suicide Prevention Gatekeeper, Train-the-Trainer programs, and upcoming HSR™ Workshops will be announced.



Dede Young
Administrator of
the Foundation

LOGISTICS OF THE MEMBER-PARTNER MEETING

We are very excited about our upcoming Americas Member-Partner Meeting being held on April 4-5, 2019, in Burbank CA. QPR Gatekeeper Training and Train-the-Trainer is also being offered on April 3.

The Foundation has secured a room block with The Residence Inn Burbank located at 321 Ikea Way, Burbank, CA 91502. When you register for our meeting, please know that you can stay at the Residence Inn for a reduced price of \$179 + taxes per night. **The last day to receive the room block rate is Tuesday, March 12.** For your convenience, we will be offering shuttle service from this hotel to the meeting and back.

[Book your group rate for Family Assistance Foundation Room Block](#)

Please know that I am here to help you with anything concerning the meeting. You can reach me at dede.young@fafonline.org



Jeff Morgan Speaks At National Air Carrier Association

Jeff Morgan was happy to speak about emergency preparedness at the National Air Carrier Association 1st quarter safety/security council meeting in Las Vegas on February 21st. Jeff shared some of the latest feedback from families, employees and responders from recent disasters and other traumatic incidents.



EXERCISES – A CRITICAL PART OF YOUR EMERGENCY PLANNING

by Jeff Morgan



I've had the privilege of interacting with many different organizations in the past year including current clients, prospective clients, attendees at emergency planning workshops, and other similar functions. What was somewhat surprising to me were the number of companies who had an emergency plan, but have never exercised it.

One critical aspect of creating an emergency plan is to test it. Most realize that they should, however they have not for any number of reasons. When thinking about exercises, several parallels come to mind:

- Not exercising your plan is like reading the driver's manual, but never getting into the car to actually drive it;
- Not exercising your plan is like doing a read through of the script for a play, but never doing a real rehearsal of the play;
- Not exercising your plan is like reading everything there is to know about your smartphone but then never using your smartphone.

You get the idea. Your ER plan may look good on paper, but will it really work? The only way to get any sense of how viable your plan is requires that you test it, even if it's just a tabletop exercise.

I won't go into the details of how to plan and conduct emergency exercises, but you can search the web and find volumes of information on the topic. However, perhaps I can suggest some ideas for encouraging you to take that first step if you fall into the untested plans category.

BABY STEPS

One of my favorite all time movies, was the 1991 classic, "What About Bob?". In the movie, Bill Murray plays a psychiatric patient being treated by a highly egotistical psychiatrist played by Richard Dreyfuss. Dreyfuss' character has a new book out called "Baby Steps" and the whole movie centers around the whole baby steps approach, albeit in a very comical Bill Murray way. So, when I am helping our clients with their preparedness, my thoughts always turn to "baby steps."

There are a variety of reasons companies have not exercised their plan. Most reasons center around a lack

of time, know-how, or commitment. We can help with at least some of these issues.

TIME

Many people assume that an exercise must involve everyone and test the whole plan. While you do want to do this at some point, you don't have to start there. Remember, baby steps; start small. Rather than try to exercise everything, start with just one part of your plan. Do a response drill, where you do a call out and have everyone report to their assigned locations. Once everyone is at their locations, conduct a mini-overview of your ER plan. Or, just exercise one department, or one function.

These smaller exercises don't require a lot of time to design and plan, they involve fewer people, and can be conducted in no more than an hour or two. Even a simple table top can be completed with a minimal amount of planning. You don't necessarily have to have a detailed scenario developed to drive the exercise. I occasionally do impromptu exercises where we say, "a plane has crashed, "there is a serious coach accident", "there has been an explosion." The objective at this point is not to get mired in the details of the scenario but to get the key players in your organization around the table and talk through your plan. Even this basic effort in looking at your plan will identify gaps and areas that need additional work.

KNOW HOW

Another way to look at exercises is to compare this process to how plays, TV shows, and other performances are developed and produced. Compare this process to that of emergency response planning. Screenwriter – A screenwriter (or playwright) creates a script from scratch based on an idea, or looks to convert a written work such as a novel from the written page to a play or screen production. An emergency planner does the same thing, but the script is in the form of processes and procedures.

Actors – The actors are selected to play the various parts that the writer has created to be able to tell and act out the story. The ER planner identifies and defines the roles and responsibilities that are needed to execute the ER plan, which is hopefully designed to meet the objectives of the organization.

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Exercises, a critical part of your emergency planning, continued

Director – The director is responsible for making sure all the actors do the things required of them, that everyone adheres to the script or facilitates changes to the script to better tell the story and have the desired outcomes.

ER plans will have a director and related staff that ensures all the players filling positions handle their functions and complete their tasks in a manner that meets the objectives of the organization.

Before the actors and crew actually start rehearsing and then recording when appropriate, the primary players sit around the table and read through the script together. The initial read may simply be everyone reading through the script together. Then, in subsequent sessions, each actor may begin reading their lines and sensing how the interactions will be with their fellow actors. Sounds an awful lot like a table top exercise, does it not? Consider these activities as non-threatening and as a simple read through of your procedures, not a test.

Appropriately, as the production process continues; actors, directors, and crew eventually get to the “dress rehearsal”, where actors are in costume, scenes are fully developed, and everyone gets a good look at what the real production will look like. In the ER world, these are your full-scale exercises. In both cases, the “dress rehearsal” is to help everyone practice their parts and identify any unresolved issues before the “real thing.”

So, rather than getting hung up on being an expert at designing and conducting emergency exercises, understand that any effort you take to bring your team together to talk and walk through your plan will be helpful and will not require any significant cost, other than the time it takes for the team to get together.

NOT KNOWING WHAT YOU DON'T KNOW

There is one area where expertise from the outside is helpful. This has to do with not knowing what you do not know. Internally, once a plan is written, any exercises and related scenarios will tend to follow the same assumptions used when writing your plan. So, amazingly, your plan always works! What happens when assumptions made in your plan turn out to be incorrect? This is where assistance from the outside, in at least observing your exercise can be helpful. We do this often for our clients and we further identify gaps and issues to be addressed. Develop and test your plan as much as possible, and then get a reality check from time to time with the assistance of your trusted partners.

WHERE TO GO FROM HERE?

Rather than continue to feel bad that you have not exercised your plan; start anywhere. Schedule a short meeting with the key members of your ER team and use a simple scenario as the basis of your discussion. Not simple in severity, but it's not necessary to spend a lot of time on scenario details at this point. Just say there has been a serious accident and go from there.

1. If this is the first time you've exercised your plan there will be plenty of questions and you will discover “holes” in your plan. Don't worry, that's the point of exercising your plan.
2. Debrief the exercise with the objective of creating an after-action report detailing all of the issues discovered in the exercise and then assign action items to the right people, and set a date to complete these actions (yes, I realize many of you will only be able to assign things to yourself).
3. Set a tentative date for the next exercise and now that you've taken the first baby step, define three to five measurable objectives for the next exercise. Obviously, one objective would be to determine if you've addressed the issues and gaps from the last exercise.
4. Conducting exercises will become a confidence building process and most team members will begin to look forward to exercises so that they can see the progress made in identifying gaps, and the opportunity to practice their responsibilities in a non-threatening, simulated situation, and not just when they must respond to a real emergency.

NEED MORE HELP?

Aviem and the Family Assistance Foundation are always working with our clients and members on drills and exercises. Contact us today and let us discuss how we can help you get started.

The Foundation is always interested in adding new team members. If you know someone who may want to attend our September Annual Training contact Dede Young at dede.young@fafonline.org



**Carolyn V. Coarsey,
Ph.D.**

President & Co-Founder
Family Assistance
Foundation

BOOK RECOMMENDATION: *Resilient: How to Grow an Unshakable Core of Calm, Strength, and Happiness*

By Rick Hanson, Ph.D.

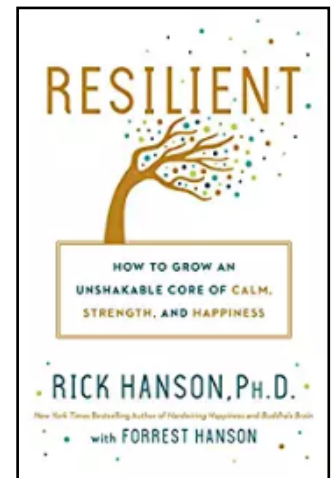
I first began to appreciate Dr. Rick Hanson's work when I read ***Buddha's Brain***. I liked it so much that I purchased the audio book and still like to listen to it as one of the many programs I listen to when I am driving. Dr. Hanson has a way of describing neuroscience so that anyone can follow and understand him without a great deal of education about brain science.

Strengths such as grit, gratitude, and compassion are what Rick considers the keys to resilience, and we can grow these traits.

Rick shows us how with stories and examples that are easy to relate to. "True resilience is much more than enduring terrible conditions. We need resilience every day to raise a family, work at a job, cope with stress, deal with health problems, navigate issues with others, heal from old pain, and simply keep on going."

In the book Dr. Hanson shows how to develop twelve vital inner strengths hardwired into your nervous system. And then no matter what life throws at you, you will feel less stressed, pursue opportunities with confidence, and stay calm and centered in the face of adversity.

As a Care/Special Assistance Team member, we are exposed daily to coping with our own stress and trying to do our best to manage our own lives. And then when we respond, we must deal with our own emotions, while trying to support others in distress. This book is guaranteed to provide the reader with insight and a greater ability to grow more resilient with all of our experiences.



Foundation leaders, Jeff Morgan and Carolyn Coarsey awarded newly designed Human Services Response™ Training diplomas to Cathay Pacific HSR Trainers. Jeff Morgan, Ester Luk, Joyce Leung, Yvonne Yip & Carolyn Coarsey

AVIEM WELCOMES NEW TEAM MEMBERS



KARI MORGAN

Kari is the Lead Manager of Marketing and Communications at Aviem. Prior to joining Aviem she was a flight attendant with Southwest Airlines for more than six years. Through this experience she has intimate knowledge of the transportation industry, which serves her well in this position. In addition to aviation, she also has a background in public relations, news production, and mass communication.

Working closely with the Foundation and Aviem team, Kari helps to promote the missions and services in order to reach organizational and business goals. This includes integrating the latest social media trends, brand strategy, vendor/project management, and event planning/promotion.

Kari resides in Atlanta, GA with her husband and two precious little girls. She enjoys being outdoors, arts and crafts, and spending time with family. This position suits her perfectly because she is passionate about sharing the amazing resources and services that Dr. Carolyn Coarsey and Jeff Morgan, dedicate their lives to perfecting.



ALEXIS SNYDER

As a new intern at Aviem, I am excited as to what the future will bring and how I can make an impact. I am currently working towards a Bachelor of Science, majoring in Geography and minoring in Emergency Administration and Planning. The role geography plays in emergency management is significant. The relationship between human activity and its environment can pertain to the distribution of populations, resources, and industries, all of which can impact response efforts. Part of having an emergency response plan is being aware of your surroundings and the hazards that may be present. One must be able to identify threats and communicate their nature in order for planning and response efforts to be effective.

I am working on receiving my Geographic Information Systems (GIS) certificate and look forward to applying these skills to emergency planning. Using GIS, I will be able to map out information such as the locations of team members, call centers, and transportation routes. This readily available information allows for quick, effective emergency responses. In the year left before completing my degree and certificate, I plan to apply my studies to the goals and services provided by Aviem, in order to enhance the overall value I can bring to the team.



UPDATE FROM KELLY, FINANCE MANAGER

I am closing in on nine months with Aviem International! I have enjoyed learning about the company and the different accounting/sales platforms that we use. I realize a lot of people don't like dealing with the numbers side of things – I am here to help! As the Finance Manager for Aviem and the Family Assistance Education & Research Foundation, I am the contact person for invoicing, payments, or any other finance related questions. Please don't hesitate to ask for help - if I don't know the answer, I will find it! You can reach me at kelly.mckelvey@aviem.com

Kelly McKelvey
Finance Manager



Ana-Maria Dumitru

General Manager,
Client Services -
Europe, Middle East
& Africa

KEEPING YOUR ACCOUNT INFORMATION CURRENT... WHY IT MATTERS

Staying up to date with account information and details is extremely important. We document all the client accounts and we maintain a system to serve our need for information both during regular operations and in an emergency situation.

We realize that today's business environment is fast-paced and changes in positions and procedures and information happens frequently. A crisis can happen anytime, and when it does, this is not the right time to discover that phone numbers and positions for that client have not been updated in our system.

For us to serve all our clients best, it is essential that we maintain all information on the accounts up to date and current. We conduct account reviews and information update sessions with our clients as a way to ensure that our records are correct.

We appreciate all the time our clients invest in helping us keep records up to date. It is also helpful when we are notified of changes and we have an opportunity to analyze how those changes would affect our operation in a crisis.

What we look for when we perform an account review?

- The list of contacts, key contacts, call center scripts, call center contact numbers, media numbers, holding statements, ERP changes, and anything else that would be relevant to the way we are able to support a client in an emergency.
- We also appreciate the opportunity to be part of drills as our clients exercise their Emergency Response Plan and include us.
- We also exercise our emergency response plans internally, by performing drills - some may include our Clients as well: i.e our Emergency Communications System (Send-Word-Now) which includes sending messages to those our clients identify as key points-of-contact.

If you have any questions about our services send an email to anamaria.dumitru@aviem.com

I look forward to hearing from you and assisting you in exercises and in keeping your records up-to-date.



Edward Taman

Duty Manager

CALL CENTER TESTING

Every Wednesday Aviem Duty Manager Edward Taman verifies that the phone contacts are operational. The results are entered into a spread sheet and if there are any issues they are reported. The team continues to monitor the issue until it is corrected. The Aviem emergency number is also checked to determine how many rings occur before the phones are answered. Edward also participates in call center exercises which verify that agents are proficient in call handling and computer skills. Edward's additional duties include participation in client incidents and accidents.



Cheri Johnson

Executive Assistant

CHANGES IN MAIL SYSTEM

Aviem and the Foundation recently switched email service providers in an effort to streamline our systems. We have also changed the frequency with which our articles will be sent to provide richer content for you. You can now expect to receive a monthly edition of the **Wednesday Wisdom** on the first Wednesday of each month, and the **QPR Quick Quotes** on the third Wednesday of every month. We will also periodically send out emails regarding upcoming trainings and Member-Partner meetings. If for some reason you are not seeing these emails show up in your inbox, there are 2 things you can do. 1) Check your spam folder 2) email me (cheri.johnson@aviem.com) and let me know you aren't receiving them, but would like to, so I can make sure that you are on our list!



Rosangela Maxwell
General Manager,
Client Services - The
Americas

CALL CENTER QUALITY ASSURANCE

We take pride in maintaining and developing a robust Quality Assurance Process to test the performance of our Inbound Call Center Agents.

Every month our agents must go through a 1hr-long refresher training.

Some items that they review each month are:

- How to handle inbound calls
- All basic steps of an inbound call
- How to Interact with the callers (showing compassion, care...)
- How to use our CS2 (Call Center Support System)
- How to take care of themselves.

In addition to the refresher training, we also perform drills, to allow our agents the opportunity to practice what they learn. That is why we plan an internal drill every month. At least 25 agents participate, from our 24 call center sites located all around the USA and Canada. In 2018, we conducted 50+ call center drills, including both internal and clients' exercises.

Because we work with clients from different industries, we make sure to use different scenarios every month i.e., business aviation as well as airlines, airports, cruise lines, energy, and retail companies. We also use different types of manifests/lists of personnel from different locations throughout our system

Because we work with clients from every possible region in the world with different languages and cultures, we want our agents to practice names/locations outside of the US, we take them out of their comfort zones, to prepare them to respond to any scenario a client might face.

We design our drills to be very realistic and employ role-players to make in-bound calls to test our call center agents.

Our role-players make phone calls for a period of two hours. They talk to each agent on duty and vary the role-plays if they reach an agent more than once. For each call that they place, they must submit an online survey that has 12 different questions. We use a 1-5 scale point (Poor, Needs Improvement, Satisfactory, Good, Excellent) and the role players rate each agent on the following items:

- How compassionate they are
- Did they deliver the incident information in a professional manner?
- Competency in CS2
- Tone of voice

We then compile the results of the surveys on a spreadsheet and compile a table that includes the individual and site location score. We analyze all results and comments entered by the role-players. We then share them with our Call Center Director who shares them with each site and agents involved.

The Aviem Call Center leadership team participates in role-playing along with the role-players and submits surveys accordingly. All the calls received during each Internal drill are recorded and once every quarter, the leadership team listens to all 100+ calls from a drill. Each call is analyzed, and the results are compared with our role players' comments and surveys. All of the comments and surveys are evaluated and shared with the call center director, managers, and agents.

There is always room for improvement, and we are always learning. We will continually train, evaluate, learn, and train over again. We believe this is part of our commitment to all of our clients and to ourselves as professionals.

Follow us on Twitter @fafcares
and on [Facebook](#)

FOUNDATION REGIONAL DIRECTOR AUS, MIKE KAVANAGH, MEETS QPR SPEAKER, KEVIN HINES



Kat Houareau (left), Mike Kavanagh (blue shirt) and Kevin Hines (signature bright shirt) with other radio show guests.

Those newsletter readers who have completed QPR Gatekeeper training through the Foundation will be familiar with the video featuring San Francisco Golden Gate Bridge suicide attempt survivor, Kevin Hines.

Recently, the Foundation's Regional Director Australia, Mike Kavanagh had the opportunity to spend some time with Kevin, his wife Margaret and some of his support team, when they visited Perth, Western Australia.

Kevin had been invited to Perth by the Inner Ninja Foundation, a local charity which harnesses the voice of lived expertise to help support people in achieving mental wellness.

Kevin Hines is a storyteller at heart, and a dedicated advocate for mental health and suicide prevention. He was supported by other survivors at a community information evening of storytelling and hope, which attracted about 60 guests.

He laid out his personal daily mental wellness 10 step plan. The evening ended with a standing ovation, and then Kevin spoke individually to guests for over an hour.

The next day, Kevin was the principal guest on Twin City Radio's Road to Recovery, a weekly "lived experience" show talking about mental health, suicide and the recovery journey.

At Kevin's request, the show's producer and presenter, Kat Houareau, invited Mike Kavanagh to join the guests. Mike discussed the Family Assistance Foundation's HSR™ Care Team concept and how the QPR Gatekeeper suicide prevention program came to be an important part of the Foundation syllabus.

For Mike, meeting Kevin elevated his personal desire to spread the QPR suicide prevention conversation.

Contact Cheri Johnson at cheri.johnson@aviem.com for more information on our upcoming Foundation QPR training dates.

QPR Gatekeeper Training at Cathay Pacific in Hong Kong

January 22, 2019, Foundation trained nearly one hundred new QPR Gatekeepers.





Carolyn and Jeff visiting Hong Kong Disney

Training at Air New Zealand



January 29-31, 2019 Foundation leaders, Jeff Morgan and Carolyn V. Coarsey provided orientation and training to Air New Zealand's leadership team

Training at Independent Pilots Association



February 19-20, 2019, Carolyn V. Coarsey provided Human Services Response™ training to new Care Team members for the Independent Pilots Association in Louisville, KY